



North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services
Information Technology Services Section

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IPRS PROJECT – PRODUCTION
MONTHLY STATUS REPORT – November, 2002

MH/DD/SAS	Report Period	Report Issued
Information Technology Services	November 2002	December 13, 2002
<p>Overall Assessment - The month of November contained four IPRS check writes. Pathways went into IPRS production November 17. This increased to 6 the number of AP's on IPRS. Fiscally, November was a good to moderate month for most of the area programs. The check write payouts varied from \$20,000 to \$1.2 million for individual area programs. The total amount paid out by IPRS for the month was \$5,061,722.02. IPRS processed 85,965 claims for the month.</p> <p>The Division continues to deal with rate issues. Duplicate rate errors and missing rates caused the greatest system impact. Example: <i>Of the 10,174 claims submitted by Pathways, almost 8,000 of those claims denied due to some form of rate problem.</i> The Budget and Controller's office rate staff were invited to the IPRS Operations meeting to discuss ways to expedite rate error research and provide further detail on how to provide adequate backup in each area. The biggest problem is dealing with the large number of rates that have to be entered. A rate for each service for each Area Program has to be entered. If a rate does not exist then one has to be developed either via cost finding or other means. Legacy system services rates were aggregated with other services.</p> <p>IPRS was impacted in two of it's cycles (11/17/02 and 11/23/2002) by an error made by DMA- Medicaid in the implementation of duplicate audit changes for specialized therapies. Consisting of bypassing duplicate audits for certain procedure codes that were applicable to several therapies. The bypass criteria set up by DMA-Medicaid was not specific enough and did not include a Financial Payer. Therefore, the audit picked up both IPRS and Medicaid claims and allowed other non-specialized therapy codes to bypass duplicate audits. This error caused duplicate claims to be paid that should have denied. IPRS had five area programs impacted by the duplicate paid claims for a total claim impact of almost \$90,000. Pathways was impacted the greatest with over \$71,000 in duplicate paid claims. The required action by EDS is to identify the duplicate claims and generate system adjustments to recoup the money from the area programs. The preventive action to be taken by EDS is to create a more comprehensive test plan that involves both DMA-Medicaid and DMH/DD/SAS IPRS groups.</p> <p>The IPRS web site face-lift is complete. Documents will be posted ASAP when updates are made.</p> <p>Pilot Site Issues – Duplin/Sampson/Lenoir is still waiting for the TPL patch from their vendor. VGFW noted that Medicaid required the TPL be submitted on paper so even if the TPL is sent through IPRS, Medicaid may still require other documentation for the third party payment including the TPL denial of payment from the third party payer. SEC has sent in several research issues including claims that routed to Medicaid that they thought should have routed to IPRS. Some of these claims were a result of eligibility not being established in IPRS.</p> <p>Phased Site Issues - Missing rates continues to be the hot topic of discussion this month. The upcoming area programs have been given notice to use the rate reports and check for rates that are missing or incorrect prior to going live on IPRS.</p> <p>Fiscal Agent Issues - EDS IPRS support is working on a budget revision to bring in a Tech Writer to bring the IPRS documentation up to the new standard being used by Medicaid. This will allow one standardized document format to be issues as part of the RFP for rebid.</p> <p>CSR Report - There were 19 new CSRs/RFRs issued to EDS in the month of November. EDS completed a total of 12 RFRs and CSRs this month. We are involved with more complicated CSR system issues this month such as routing of the MQB Medicaid claims back to IPRS and routing of IPRS only procedure codes claims to IPRS. Medicaid will be reviewing each of the changes prior to DMH approval.</p>		
Production Issues		
1	Pilot Site Issues List	Issues list is down to 3. The finalized version of the Hold Harmless document was distributed the first of November. The TPL segment for DSL item will be closed since Medicaid will require the third party denial be submitted on paper regardless of what IPRS capability is in place on the EDI 837 transaction.



**IPRS PROJECT – IMPLEMENTATION
MONTHLY STATUS REPORT – November 2002**

MH/DD/SAS	Report Period	Report Issued
Information Technology Services	November 2002	December 6, 2002

Implementation Phase I – April 2002 to September 30, 2002

Area Programs (6) - Guilford, New River, Pathways, Smoky, VGFW, Wayne

IPRS Production: Guilford - 9/13, Wayne - 10/11, VGFW - 10/18, Pathways - 11/15

Pending: New River, Smoky

Overall Assessment

Pathways went into production November 15. Pathways received a relatively high number of denials, most due to rates not in the system, although their reimbursement amount was good. Pathways has worked closely with both CMHC and the Division to resolve all issues. Plans are to submit August claims during December, provided all issues have been satisfactorily resolved.

New River and Smoky are planning to implement IPRS in December, provided all CMHC issues are resolved. Dan Field of CMHC continued to participate in the bi-weekly CMHC project status meetings. His direct involvement in the project has been helpful for CMHC users to successfully implement IPRS.

Client Enrollment (834) – General comments

During November, New River and Smoky worked to finalize client enrollment and eligibility.

Claims Submission (837) – General comments

In November, Pathways completed content testing of the five 837 transaction types. New River and Smoky were able to quickly move forward with 837 format certification testing and to start content testing of the 837. Both area programs anticipate moving to IPRS in a December check write cycle.

Key Milestones - Phase I

Area Program	HIM	834 Form 7/12	834 No. of Tests 7/25	834 Prod 7/29	837 Form 8/09	837 No. of Tests 9/19	IPRS Prod 9/30	Comments
Guilford	CSM	7/05	7	08/07	08/13	4	9/13	
New River	CMHC	8/02*	4	10/07	11/27	11/27s 1		834 format re-certified 11/19* 837 Fund Source 0 certified 11/22 837 Medicaid Y code certified 11/26 837 IPRS Y code certified 11/26 837 Medicaid CPT certified 11/27 837 IPRS CPT certified 11/27 837 content test 11/27
Pathways	CMHC	7/16	2	07/31	10/29	3	11/15	
Smoky	CMHC	7/16	8	09/26	11/22	11/22 1		837 format approved 11/22 (5 formats) 837 content test 11/22
VGFW	U/C	9/12	3	09/30	10/04	2	10/18	
Wayne	CSM	7/08	4	09/11	08/27	2	10/10	

Note: An “s” following a date denotes “date started”



**IPRS PROJECT – IMPLEMENTATION
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Implementation Phase II – June 2002 to December 31, 2002

Area Programs (8) – Lee-Harnett, Mecklenburg, OPC, Sandhills, SE Regional, Tideland, Wake, Wilson-Greene

IPRS Production:

Pending: Lee-Harnett, Mecklenburg, OPC, Sandhills, SE Regional, Tideland, Wake, Wilson-Greene

Overall Assessment:

In November, Phase II Area Programs made significant progress to stay ***on schedule*** to move to IPRS in December 2002.

As of the end of November, the schedule to move to IPRS is as follows:

December 6 – Lee-Harnett

December 13 – OPC

December 20 – Sandhills, Tideland, Wake and Wilson-Greene

Mecklenburg and Southeastern Regional plan to move to IPRS in early January. Mecklenburg has had several issues that have slowed their progress. The most significant has been the inability to resend 834's to establish eligibility, when the 834's failed to enroll their clients in CNDS. This issue is being addressed.

The Phase II Area Programs attended IPRS Session 2 training November 5 – 7 in Raleigh.

Client Enrollment (834) – General comments

OPC completed 834-format certification and started 834 content testing in November. Wake moved its 834 into production in November joining Sandhills, Wilson-Greene and Tideland.

Claims Submission (837) – General comments

In November, OPC and Wake started 837-format certification testing. Lee-Harnett completed its 837-format certification. Wilson-Greene and Lee-Harnett started 837-cycle testing in November.

Key Milestones – Phase II

Area Program	HIM	834 Form 8/30	834 Tests 9/13	834 Prod 9/19	837 Form 9/20	837 Tests 11/22	IPRS Prod 12/31	Comments
Lee-Harnett	U/C	10/17	10/17s 2		11/13	11/13s 3		837 format certified 11/13 837 content testing started 11/13
Mecklenburg	BCMS	10/11	10/15s					834 content test 11/07
OPC	U/C	11/12	11/12s 1		11/20s 3			834 format certified 11/12 837 format testing started 11/20
Sandhills	CSM	08/22	4	9/30	10/04	10/21s 5		837 content tests 11/5, 12, 18
SE Regional	WilD	09/25	1		10/31s			
Tideland	CSM	09/24	11/08 9	10/28	10/22	10/28s 5		837 content tests 11/4, 13, 19, 25
Wake	U/C	10/30	10/30s 2	11/21	11/22s 1			837 format tests 11/22
Wilson-Grn	CSM	09/13	11	10/18	10/30	11/5s 3		837 content test 11/5, 13, 19

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**IPRS PROJECT – IMPLEMENTATION
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Information Technology Services	November 2002	December 6, 2002

Implementation Phase III – September 2002 to March 31, 2003

Area Programs (13) - Albemarle, Blue Ridge, Catawba, Centerpoint, Cumberland, Davidson, Johnson, Neuse, Onslow, Piedmont, Randolph, Roanoke-Chowan

IPRS Production:

Pending: Albemarle, Blue Ridge, Catawba, Centerpoint, Cumberland, Davidson, Johnson, Neuse, Onslow, Piedmont, Randolph, Roanoke-Chowan

Overall Assessment

Crossroads requested to move to Phase IV. They have hired an IPRS Coordinator who started on November 18th. Their new Coordinator will be responsible for the implementation of IPRS.

Centerpoint certified the first of its five 837 formats on 11/26. It also continued to submit 834s to prepare for 837 content testing (its 834 format was certified 10/24). Area Programs making significant progress this month are Catawba, Cumberland, Johnston and Piedmont.

Implementation is targeted for March 2003.

Client Enrollment (834) – General comments

Catawba, Cumberland, Johnston and Piedmont began submitting their 834 transactions for format certification. Certification is expected in early December. The other Area Programs (Albemarle, Blue Ridge, Davidson, Neuse, Onslow, Randolph and Roanoke-Chowan) continue preparing for their first 834 format tests.

Claims Submission (837) – General comments

Centerpoint submitted its first 837 format certification test 11/14. After only two additional tests on 11/21 and 22, EDS certified the first of Centerpoint's five 837 formats.

Key Milestones – Phase III

Area Program	HIM	834 Form 11/8	834 Tests 11/27	834 Prod 12/2	837 Form 12/13	837 Tests 2/21	IPRS Prod 3/31	Comments
Albemarle	CSM							
Blue Ridge	CMHC							
Catawba	CMHC	11/7s 3						834-format tests 11/7, 14, 15
Centerpoint	CMHC	10/24	11/11s 3		11/14s 4			837-format tests 11/14, 21, 22 837 format 11/26 1 st of 5 certified
Cumberland	U/C	11/6s 1						834-format tests 11/6
Davidson	WilD							
Johnston	SoftSol	11/8s 5						834-format tests 11/8, 13, 21, 22, 25
Neuse	CMHC							
Onslow	WilD							
Piedmont	CMHC	11/22 2						834-format tests 11/22, 25
Randolph	CMHC							
Roanoke-Chowan	CSM							

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Implementation Phase IV – December 2002 to June 30, 2003

Area Programs (9) - Alamance-Caswell, Crossroads, Durham, Edgecombe-Nash, Foothills, Pitt, Riverstone, Rockingham, Rutherford-Polk, Trend

IPRS Production:

Pending: Alamance-Caswell, Crossroads, Durham, Edgecombe-Nash, Foothills, Pitt, Riverstone, Rockingham, Rutherford-Polk, Trend

Overall Assessment

Crossroads has moved to Phase IV from Phase III.

Phase IV Area Programs will attend IPRS Session 1 training December 3 - 5. The Phase IV detailed project workplan; TPAs and MOAs will be distributed in December.

Implementation is targeted for May 2003.

Client Enrollment (834) – General comments

Claims Submission (837) – General comments

Key Milestones – Phase IV

Area Program	HIM	834 Form 01/24	834 Tests 02/14	834 Prod 02/21	837 Form 02/28	837 Tests 04/25	IPRS Prod 05/31	Comments
Alamance-Caswell	CSM							
Crossroads	CSM							
Durham	BCMS							
Edgecombe-Nash	CSM							
Foothills	CMHC							
Pitt	PsyC							
Riverstone	CSM							
Rockingham	WiID							
Rutherford-Polk	CMHC							
Trend	U/C							

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